GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:4686
ANSWERED ON:23.04.2003
MARKET SHARE OF SPEED POST
P.H. PANDIAN

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the market share of `Speed Post` as compared to couriers at the National and International level;

(b) the reasons, if any, for `Speed Post` losing its market leadership to the courier market at the National and International level; and

(c) the steps taken by the Government to enlarge the market share of `Speed Post`?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SH THIRUNAVAKKARASAR)

(a) Although no published data is available, a study commissioned by Department of Posts in the year 2001 indicated a market share of 8.41 % for speed Post in the 2000-2001. The speed post business is growing appreciably, as may be seen from the revenue figures for the past five years.

Year	Revenue in Crores of Rupees
1998-99	91.36
1999-2000	126.17
2000-01	151.44
2001-02	196.53
2002-03	217.86 (for 11 months upto February 2003)

(b) In view of year-wise revenue growth mentioned in (a) above, it cannot be said that Speed Post has lost its market share.

(c) The Department has taken following steps to increase the business of Speed Post.

(i) Computerised operations have been introduced at all National Speed Post Centres.

(ii) Web-based Track & Trace `Speednet` has been provided for tracking of Speed Post consignments at all National Speed Post Centres w.e.f. 3.1.2002.

(iii) Web-based grievance handling system for processing of Speed Post complaints has been introduced at all National Speed Post Centres.

(iv) Volume-based discounted rates are provided to corporate customers.

(v) Marketing executives have been provided at all National Speed Post Centres to bring in new customers and to service the existing customers.

(vi) Publicity and promotional exercises have been conducted through out the country.